HART Hubs Client Journey

Note: This provides an illustrative example of a framework for a client journey pathway. As Hubs are designed to be regionally defined to respond to community needs, the specific service mix will vary by Hub.

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Safety

Visit to Hub

Client visits a Hub that is built to respond to local community needs and priorities (i.e., unique mix to meet client needs)

Hub clients are those with complex service needs (i.e. those experiencing a range of overlapping issues and marginalization including homelessness, substance use, mental health, social service support needs and unemployment).

Upon arrival, each client is welcomed and a member of staff discusses what they require. This provides a safe and welcoming space for the client to identify their needs and access immediate support.

On-site or integrated referral to shelter and/or transitional housing services and other amenities (e.g. food, warm shower) that meets basic needs

Often, due to their circumstances, clients will require basic needs (e.g., food; warm shower, primary care services; shelter) before accessing other services. Naloxone services are also provided where necessary.

These allow for a client's immediate needs to be met and readies them for more treatment focused services.

Support

Provision of supports such as mental heath, primary care, substance use, addiction, case management for income security, employment and social service needs

Following a visit to a Hub, a client may receive a variety of supports either onsite or through integrated care pathways. These could include:

- mental health and addictions services such as screener assessments, brief treatment, RAAM clinic services, detox, Addictions Medicine prescriber, referral pathway to community services
- primary care
- shelter or transitional beds
- case management for social assistance, employment finding services

These services allow for a client to start to receive treatment, addressing presenting needs and providing a platform for positive long-term treatment outcomes.

Stability & Recovery

Access to longer-term stabilizing services through supportive housing or bed-based services

Clients who require longer-term services and supports can be supported to access a range of stability supports including treatment services such as bed-based addictions services or supportive housing supports through the provision of rent supplements.

These provide the necessary factors to prevent the client from experiencing a "revolving door" of services (treatment/relapse).

CTS: Lack of focus on treatment leaves people trapped in the cycle

